



VISHAL MOTWANI

Strategic leader with over **10 years** of experience; targeting assignments in **Sales and Marketing , Customer Service, Branch Management** with an organization of repute preferably across UAE

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Profile Summary

- Accomplished Professional having integrity with experience in **Customer Service Management, Revenue Growth, Business Needs Assessment, Sales & Client Satisfaction**, presently associated with **Al Rostamani Intl Exchange** as **Branch Supervisor and Branch Compliance Officer**
- **Growth Facilitator** with impressive success in developing business, driving sales and amplifying business margin through **long-term planning**
- **Sensitive to the dynamics of multi-cultural environment** with exposure of managing regions of UAE
- Impressive success in managing annual turnover of **INR 42,000,000**
- Skilled in formulating strategies to achieve market expansion & growth, by aligning to market requirements; **understanding market potential and opportunities**
- Efficient in **improving customer engagement with the product** through focused global market research and using the resultant analysis to devise the future product roadmap
- Proven success in ideation, formation, execution & monitoring of all the marketing initiatives/ campaigns/ programs for product placement, brand salience and business development
- Impeccable record of building high performance teams, implementing continuous improvement programs and partnering with multiple global stakeholders; set-up and rolled-out successful quality management in service environment, overachieved expectations and exceeded all set goals by enduring excellent customer relationships.
- **Key People Leader**, who has successfully led and motivated large teams in a cross-cultural environment towards growth & success in the organization; created a clear & compelling view of future through coaching and execution

Competencies

Strategic Planning & Leadership

Operational Planning & Leadership

Market Research/ Branding & Promotions

Team Building, Training & Leadership

P&L Management

Process Efficiency Enhancement

Customer Relationship Management (CRM)

Budgeting, Cost Control and Process Enhancement

Work Experience

Branch Incharge and Branch Compliance Officer

Al Rostamani Intl Exchange, Dubai, UAE

***Growth Path:** Advanced in career through accelerated promotions from Promoter and Merchandiser for LG and Samsung to Cashier, Branch Supervisor and then to Officer- WPS Sales*

***Scope of Works:** Business Development, Branch Management, Customer Service , Marketing*

Key Result Areas :

As Branch In-charge and Compliance Officer (May 2019- May 2024)

- Managing and Overseeing Branch Personnel supervising Branch Operations and ensuring efficient operations on day to day basis, Improving Productivity and Streamlining Branch Activities to maximize results and peak performance levels.
- Maintain high level of retention efforts of engagement with a branch staffs, Sales Support as we all as E-Channel department to upkeep customers satisfaction level
- Ensure Branch Team adhere to follow KYC procedure
- Monitor and ensure customer adherence to company compliance criteria on an ongoing basis
- Coordinate with team to provide supporting documents for suspicious transactions done by customers
- Evaluating suspicious and identifying trends in transactions
- Thoroughly scrutinising documents like trade license, passport, visas, MOA and all other information provided by customer and available in the system
- Performing enhanced due diligence on new clients, existing ones and periodic review on high risk transactions and suspicious transactions .
- Meet and exceed revenue targets and branch targets and number of transactions
- Maintain high level of new customer acquisitions as well as reasonable growth on customer retention
- Train and mentor Staffs and conduct on the job trainings for the employees on regular intervals to foster in achieving targets and employee growth.
- Assign Individual duties and targets to staffs after careful evaluation of every employee knowledge and skill level.
- Managing the Branch and generating Maximum revenue for the company while Attracting new clients and maintaining healthy relationships with existing clients to attain Branch Targets
- Achieving targets for the Assigned corridors India, Pakistan and Bangladesh and Attracting new clients through promotion campaign, marketing activities and cold calling on frequent basis
- Resolving client issues and grievances related to money transfer like refund, reissues, nonpayment and amendment and assisting them for the same
- Engaging in Cross Selling and Upselling of Company Products, generating new WPS, Account Opening and Remittance Leads and Closing high value deals while Maintaining Maximum revenue for the Company
- Administering branch including operations and supporting branch in all matters related to operations, compliance, sales, Marketing and so on
- Ensuring that the branch personnel complies with federal and state laws
- Developing action plans to enhance operational controls and optimize customer service
- Sustaining maximum profit margin and good customer service to retain existing customers and generate new leads
- Encouraging Team towards better productivity & inculcating a spirit that fosters business excellence

As Retail Sales Officer (May 2017- May 2019)

- Attained the sales targets set by company related to generating new clients, WPS and Remittances and maintaining Daly report for the same
- Conversion of WPS to corporates remittances, home remittances and currencies
- Plan develop and implement business Strategies to penetrate and acquire customers from market and cross selling remittances to them.
- Maintained maximum margin out of WPS and HNI Remittance clients and to make maximum revenue for same
- Maintaining database of WPS and HNI clients following up with inactive clients and pursuing them to continue WPS with company.
- Ensured high levels of customer satisfaction through excellent sales service
- Managed and trained resources to ensure quality and consistency of service to customers
- Succeeded client relationships to build a reputation for excellent service and generate repeat business

- Worked to meet branch performance standards, including operating loss control, bank secrecy, and compliance with policies and procedures. Entrusted with explaining benefits and features of the company's exchange products to customers, partner banks, and agents, and brought them on-board to avail these products

As Senior Cashier (May 2016-May 2017)

- Produced maximum revenue for the company in Telex transfer, forex, and WPS Cross-selling and Unselling of Company Products and services to generate revenue.
- Shouldering with the accountability of Branch in manager absence and taking care of incoming queries, issues complaints and team members
- Opened accounts by verifying customers' information through checking their identifications and other required documents
- Maintaining high level of Customer Relationship and Customer Service Standard while generating new leads and Revenues for the company
- Ensured strict compliance set by the company and Central Bank of UAE Against Money Laundering, fraud activities and Terrorist financing, screening clients profile and establishing purpose, Relationship and source of funds while doing routine Transactions
- Followed all policies and guidelines carefully, including internal security measures, legal aspects, and regulations of the UAE monetary agency to ensure the safety and security of customers and the company's assets
- Implemented financial transactions following the company policies and procedures while maintaining an acceptable record in daily drawer balancing

Previous Experience

Dec'14 – Apr'16, Assistant Branch Manager ,Shift In-charge and Senior Customer Service Representative

Leela Megh Exchange LLC, Dubai, UAE

- Worked as Senior Cashier, Senior Customer Service Representative and Was promoted to Assistant Branch Manager in LM Exchange
- Was responsible for providing superior customer service to clients, achieving branch targets and maintaining high level of customer service in branch
- Shouldering with the accountability of Branch in manager absence and taking care of incoming queries, issues complaints and team members

Nov '13– Oct'14 Credit Card Sales Officer for SBI Bank Indore

- was responsible for achieving credit card targets and selling credit cards to prospective segment of customers
- Identifying and generating leads from market via cold calling, referrals and good networking
- Responsible for achieving targets on monthly basis

Achievements

- Success in Brand Strategy Management of Brand Reputation
- Contributed in Personal Branding for audience and content development
- Exceeded targets and revenues of Al Rostamani Branch Dubai Marina from Period of 2019 till present

Education

- Currently Pursuing **OTHM Level 7 Diploma Equivalent to Masters Degree from Learners University College Dubai UAE**
- **Diploma and Certification in Bachelors of Business Administration** from LACC (London American City College Dubai)
- Certification of Completion in Fraud Prevention, Financial Crime and AML Trainings against Anti Money Laundering and Terrorist Financing issued by Leela Megh Exchange and Al Rostamani International Exchange

Certifications

- Fraud Prevention Global Certificate and Financial Crime from Al Rostamani International Exchange
- Certification in Humble Leadership, Managing Customer Relationships and Being a Manager people won't leave

IT Skills

- MS Office

Personal Details

Date of Birth	: 02/061994
Address	: Dubai UAE
Languages Known	: English, Hindi, Urdu and little Tagalog Arabic and Russian
Nationality	: Indian
Marital Status	: Single
No. of Dependents	: None
Passport No.	: K7466128
Visa Status	: Employment Visa
Driving License	: Yes Issued by RTA Dubai

References

- Shahbaz Ahmed- Branch Manager at Al Rostamani International Exchange
- Jayan Joseph- Branch Manager at Al Ansari Exchange

